



REQUEST FOR INFORMATION (RFI)

PROVISION OF MULTI-FUNCTIONAL DEVICES (MFDs) AND MANAGED PRINT SERVICES (MPS) VIA ACCESS OF EXISTING CONTRACT

RFI Number:	<u>13-0420</u>	Contracting Officer	<u>Sandra Rogers</u>
Issue Date:	<u>April 22, 2013</u>	Closing Date/Time:	<u>May 15, 2013</u>

Request for Information (RFI)

A RFI is an informal written document prepared and issued for the purpose of seeking information, comments, or reactions from industry regarding a specific or general issue or concern. A RFI may be used during the market research phase of an acquisition to assist the County in identifying potential proposers, approaches, general pricing estimates, or other relevant information. The RFI itself will generally not contain the full range of terms and conditions required to form a contract.

Designated Procurement Representative

Responses to, and questions concerning any portion of, this RFI shall be directed in writing to the below named individual who shall be the official point of contact for this Request for Information.

Sandra Rogers, Contracting Officer
Lake County BCC
Office of Procurement Services
315 W. Main Street, Room 441
PO Box 7800
Tavares, FL 32778-7800

Phone: 352.343.9832 Fax: 352.343.9473
E-mail: srogers@lakecountyfl.gov

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RFI Background, Purpose and Response Process

The County's current MFD contract will expire in the near future. The County has completed informal market research confirming that MFD and MPS pricing well below the current levels being incurred by the County is available under various existing large-scale MFD/MPS contracts. The research also indicates that the pricing available under such contracts would be below the pricing levels that could be achieved via separate competitive solicitation based on County-internal quantities of use. The primary purpose of this RFI is to provide a process for vendors to propose, for long-term and significant use by the County, any large-scale or multiple ordering entity MFD/MPS contract currently awarded to the vendor. By this RFI process, it is the intent of the County to:

- provide informational notice of the County's need to vendors able to provide the required reprographics equipment and/or services via access of an existing contract offering economy of scale pricing.
- provide such vendors the opportunity to describe and propose the structure, service offerings, and pricing of their specific contract(s) to Lake County as the best potential long-term and turn-key solution to the County's needs as described herein, and
- evaluate capabilities and costs under the specifically-proposed existing contract(s) to a degree sufficient to support a recommendation to the Board of County Commissioners for long-term primary use of a specific contract for County reprographic requirements.

A general requirement overview is provided below, and a list of specific technical requirements is provided as Attachment B. Vendors are to review this RFI in its entirety, and document their capability to satisfy the specific technical requirements by completing Attachment B. The completed Attachment B should be provided to the designated procurement representative by the date and time stated on the RFI cover sheet. Vendors are to complete Attachment B by notating each requirement as "Complies in Full", "Partially Complies" or "Can Not Comply". Vendors are encouraged to provide a concise narrative statement, keyed to the specific requirement, clearly supporting any "Complies in Full" or "Can Partially Comply" notation provided by the vendor. Such notations should be used only when the vendor can reference current contracts and/or currently installed systems that are now compliant with the specific requirements. Such references should be included with the vendor response with sufficient contact information to enable direct coordination by County personnel. Failure to provide clear and convincing supporting documentation may be viewed as a confirmation of non-compliance with the specific requirement.

General Requirement Overview

Due to pending expiration of its current support contract, Lake County needs to upgrade / replace its current fleet of Multi-Functional Devices (equipment providing networked and non-networked print, copy, fax, and scan services) in a cost-effective and operationally

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appropriate manner. A list of the current County MFD fleet is provided at Attachment A. The County also intends to determine and consider the potential benefits of a full or partial transition to full-scale Managed Print Services (MPS) wherein a single vendor is responsible for the fielding of, and support to, all copy/print equipment used within the County's reprographics function and infrastructure. The County anticipates a payment structure based on a combination of lease and cost-per-copy pricing, or pure cost-per-copy pricing. The following operational and administrative standards and conditions apply to the intended procurement action:

1. The County will not be held to any minimum production (copy/print/scan) quantities in support of specific lease or cost-per-copy pricing.

All MFDs proposed and fielded will be compatible and fully inter-operational with the County's basic IT operating infrastructure present and future. The current operating structure is Microsoft Windows active directory based IT environment using a centralized print server running on windows server 2008 R2. Client computers are Windows 7 both 32bit and 64bit machines. The solution implemented by the county must always maintain compatibility with the current Microsoft operating systems. Universal print drivers are the preferred print driver to minimize the number of unique drivers loaded on the print server and Citrix servers.

2. Vendors should confirm the capabilities expressed within their existing contract in regards to meeting current and future interoperability requirements.
3. All MFDs and other reprographics equipment proposed and fielded are to be based on technologies and capabilities currently prevalent within the general market.
4. The County requires assurance of vendor capability to respond rapidly and effectively to maintenance and service requirements. Vendors should clearly describe and confirm the maintenance service structure and capability associated with the existing contract being proposed for County use.
5. Any existing contract proposed by the vendor must currently and clearly include MFD and MPS service offerings.
6. Any existing contract proposed by the vendor must provide for the fielding of a sufficiently wide range of MFD / sole function print or copy equipment and related accessories (such as sorters, staplers and other binding equipment, and coin/bill/card pay modules) to ensure capability to meet specific departmental requirements.
7. Any existing contract proposed by a vendor must provide for a capability under contract to provide support on a MPS basis to a wide array of currently fielded reprographics equipment to include various types of copiers and printers produced by various manufacturers. Support to large format plotters is desired as well.

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8. The contract proposed by the vendor must allow and provide for the implementation structure intended by the County. That structure is defined as first fielding an appropriately sized and featured MFD fleet to replace or otherwise renew the current “fleet” of such equipment, then examining potential use of the MPS structure on a phased and departmental-optional basis, and then implementing MPS to the maximum appropriate level.
9. The vendor must be able to provide evidence of previous successful performance in the provision of MFD equipment and service, and provision of full MPS service, within an infrastructure including equipment from various manufacturers.
10. The pricing under the proposed existing contract shall show clear evidence of capability to provide for the required equipment and services on a best value basis at levels below what the County is currently paying for MFD equipment and related services.

Desired Features/ Operational Qualities of the Upgraded System:

Maximized re-utilization of currently owned infrastructure equipment (see Attachment A to confirm currently owned MFD equipment). Vendors are advised that the County infrastructure includes an array of high volume networked HP printers, and also includes non-networked desktop printers and general use copiers of various sizes and capabilities from various manufacturers.

Maximized credit or revenue in regards to disposition of currently fielded County-owned equipment not needed or required within the upgraded and or otherwise renewed infrastructure.

Overall system management software has capability to direct, advise or inform users of the most efficient available printer for the given print job.

Overall system management software provides the capability for an individual to initiate a networked print job from multi-media sources such as smart phones and mobile tablets.

Overall system software has the capacity to identify locations at which potential operational redundancies may exist and so provide the data needed to recommend and implement the most efficient possible fielding of infrastructure equipment.

Vendor is able to provide support to all current reprographics infrastructure equipment items from various manufacturers.

Summary and Anticipated Time Frame

Vendors are welcome to provide a description of their capabilities in regards to the above “overview” information and desired features. The specific technical requirements listed on Attachment B are considered most critical. Vendor responses to those requirements

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CONTRACT

will be used to determine which existing contract to recommend for use by operating elements of the Lake County Board of County Commissioners. The County intends to select a specific contract for use by early June, and have the renewed MFD structure in place as soon thereafter as possible. The MPS role and function will be considered after the renewed MFD equipment is installed and accepted.

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ATTACHMENT B
Specific Technical and Administrative Requirements

Vendor Information

Responding Vendor: _____

Vendor Representative: _____

Vendor Address: _____

Vendor Phone: _____ Vendor Fax: _____

Vendor e-mail address: _____

Existing Contract Information:

Title/Number of Contract: _____

Awarding Entity: _____

Scope of Contact: _____

Specific Technical Requirements

Requirement 1

The contract proposed by the vendor must provide for fielding of an appropriate array of reprographics equipment evidencing compliance with current market technology to include, but not be limited to, various sized and featured color and black/white capable MFDs operable on a net-worked and non-networked basis; various sized and featured sole function color and black/white capable printers operable on a net-worked basis, and various optional operational features such as coin/bill/card operating modules, finishing equipment such as staplers and binders, sorters of various capacities, and ability to support paper feed applications up to 11 x 17. Ability to provide and support large format plotting equipment is a desired contract feature/capability.

_____ Complies in Full _____ Partially Complies _____ Can Not Comply

Supporting documentation keyed to this requirement number is attached: _____

Requirement 2

The pricing under the existing contract must show clear evidence of pricing levels below the values currently incurred by the County, and must not involve any minimum production (copy/print/scan) quantities in support of specific lease or cost-per-copy

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pricing. Although this RFI does not require specific firm pricing for County-specific requirements, the vendor shall describe the general pricing parameters of the existing contract to confirm compliance with these requirements.

_____ Complies in Full _____ Partially Complies _____ Can Not Comply
Supporting documentation keyed to this requirement number is attached: _____

Requirement 3

All MFDs proposed and fielded must be compatible and fully inter-operational with the current County basic IT operating infrastructure, and the existing contract must contain and state process to ensure compliance with future operating systems/structure.

_____ Complies in Full _____ Partially Complies _____ Can Not Comply
Supporting documentation keyed to this requirement number is attached: _____

Requirement 4

The vendor and related contract must provide structure and capability to respond rapidly and effectively to maintenance and service requirements. Vendors should clearly describe and confirm the maintenance service structure and capability associated with the existing contract being proposed for County use, and the vendor's specific plan and capability to provide the required service.

_____ Complies in Full _____ Partially Complies _____ Can Not Comply
Supporting documentation keyed to this requirement number is attached: _____

Requirement 5

The existing contract proposed by the vendor currently and clearly includes MFD and MPS service offerings. The MPS portion of the contract, and the vendor's expressed operational capability, must provide for support to a wide array of reprographics equipment to include various types of copiers and printers produced by various manufacturers. Support to large format plotters is desired as well.

_____ Complies in Full _____ Partially Complies _____ Can Not Comply
Supporting documentation keyed to this requirement number is attached: _____

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Requirement 6

The contract proposed by the vendor must allow and provide for the implementation structure intended by the County. That structure is defined as first fielding an appropriately sized and featured MFD fleet to replace or otherwise renew the current “fleet” of such equipment, then examining potential use of the MPS structure on a phased and departmental-optional basis, and then implementing MPS to the maximum appropriate level

_____ Complies in Full _____ Partially Complies _____ Can Not Comply
Supporting documentation keyed to this requirement number is attached: _____

Specific Desired Features/ Capabilities:

Desired Feature/Capability 1

Structure stated within the existing contract, or otherwise specific to the contract vendor, to provide for maximized re-utilization and/or credit/revenue associated with continued use or disposition of currently owned infrastructure equipment. (see RFI Attachment A to confirm currently owned MFD equipment).

_____ Complies in Full _____ Partially Complies _____ Can Not Comply
Supporting documentation keyed to this requirement number is attached: _____

Desired Feature/ Capability 2

Overall system management software has capability to direct, advise or inform users of the most efficient available printer for the given print job; initiate a networked print job from multi-media sources such as smart phones and mobile tablets; and identify locations at which potential operational redundancies may exist.

_____ Complies in Full _____ Partially Complies _____ Can Not Comply
Supporting documentation keyed to this requirement number is attached: _____

Desired Feature/Capability 3

Structure stated within the existing contract, or otherwise specific to the contract vendor, to provide for service to all current County-owned reprographics infrastructure equipment regardless of manufacturer.

_____ Complies in Full _____ Partially Complies _____ Can Not Comply
Supporting documentation keyed to this requirement number is attached: _____